

Questions Generated from the March 16, 2016
Commission on Disabilities Meeting
For Access Services to Address

1. Regarding Complaints from October 2015 – March 2016.
 - a. What type of complaints has been filed?
 - b. Same or different people?
 - c. How were they resolved?
 - d. If possible, may we have one year of statistics of complaints referencing questions a., b., and c.
2. Accessibility at the Los Angeles Access Services Facility
 - a. When I went for my evaluation for Access Services their facility in Los Angeles was not wheelchair accessible to get to the facility. Why?
 - b. What is the reason why Access Services offers to pick you up and take you to the evaluation; is it because they have no parking? Why is there no parking?
 - c. What options does Access Services have to provide parking? If people are lucky to find parking on the streets; the street curbs are extremely high, crooked, not leveled and dangerous to maneuver a cane, manual or electric wheelchair. This is unsafe and innocent people are going to get hurt.
 - d. How can you improve the layout of your facility? The facility setup is dangerous and a safety hazard. Since everyone waits up to 3 hours or more; like I did, you can get a little tired. I have seen people asleep on the buses. What if someone falls asleep on the bus and you do not see them; even worse you lock up the facility and go home?
 - e. The evaluation process is done out in the open and that is not appropriate. There should be offices and/or have dividing walls for privacy.
3. Assessment time
 - a. How can you reduce the amount of time it takes for an assessment?

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4. No Shows

- a. How can Access Services improve the process to be removed from the list when a driver reports passengers as a “no show” which is not as simple as it's presented, the process is not clear to the public and when calls are made to start the process it takes a long time and the feedback is not clear. Example: On many occasions the individuals that end up on that list are individuals in wheelchairs and others with speech impediments and for us as caregivers to call in a complaint or try to clear them from the list takes an exaggerated amount of hours on the phone and writing correspondence and that's just for individuals that have a caregiver willing to do the process. Others who are capable are just frustrated with the process and don't even try therefore I consider the data is inaccurate due to these numbers of individuals that don't call.
- b. How do you prove the accuracy of your data and reports? I know in a couple of our centers throughout the community [a multilingual community based service center for families including those with special needs] at times we need to call Access to follow up due to our clients disability and challenges in calling. Therefore, we are aware of the amount of hours our clients are waiting for Access and at times we call and pay for cabs due to no shows by Access and all these instances do not get logged anywhere from what I know.
- c. I think many of us can give personal testimony of the number of times we provide transportation or pay for transportation for individuals that are stranded by Access, this is not a question but again an example how Access data regarding customer service is quite inaccurate. Access is a much needed service for our communities but unfortunately as in other cases our communities don't feel they are being listened or taken into consideration.

5. Hearing Impaired
 - a. It is important for there to be a visual for those who are deaf/hard of hearing when they are waiting to be called for any of the processes.
6. Denials
 - a. What is the denial process?
 - b. A copy of a template denial letter is being requested